

# **Gerardo Jerez**

## **SUMMARY**

Dedicated to providing the best service possible in order to meet customer demands. Proven success in implementing strategies to support customers. Adept at analyzing critical data while maintaining productivity and reliability.

## **SKILLS**

- Familiarity with company systems such as Sales Force, Sage, Dynamics 365, CRM, ERP and Converge
- Ability to adapt in high paced environments and apply new skills learned through job training.
- Bilingual (Spanish)
- Excel in data analysis and data entry. Meticulous with funds and detail oriented.
- Solder, read wiring schematics/engineering drawings, and assemble parts/part kits for CNC machines.

## **EXPERIENCE**

### **In House Technician**

Diversified Machine Systems, 2022 – 2024 Colorado Springs, CO

- Assisted in troubleshooting servo systems with customers over the phone or via TeamViewer to get machines operational.
- Built and tested power and encoder cables and programmed servo drives according to machine specific requirements.
- Worked with internal departments to reach best solution possible for customer retrofits.
- Pulled and assembled parts needed for customer machines.

### **Order Fulfillment Representative**

Diversified Machine Systems, 2021 – 2022 Colorado Springs, CO

- Drive sales of spare parts and service through quote generation. (Recorded highest quarterly sales)
- Communicated with vendors to supply POs to order parts for stock or customer drop ships.
- Efficiently worked with internal departments such as Shipping/Inventory, Accounting, and Service to ensure efficient transfer of funds, parts delivery, and RMAs when necessary.

### **Customer Service Representative**

Diversified Machine Systems, 2020 – 2021 Colorado Springs, CO

- Investigate and resolve customer concerns related to order inquiries and delivery tracking.
- Initiated service tickets for service-related issues and recorded customer interactions in Sales Force.
- Followed up with previously assisted customers to offer additional support and check satisfaction with resolutions.
- Answered customer questions about policies and procedures with friendly and knowledgeable approach.

## **EDUCATION**

Mitchell High School, Colorado Springs, CO

Pikes Peak State College, Colorado Springs, CO